

Appointment Requests Guide

Event of:



Premier sponsor:



Supported by:



Managed by:



info@trenz.co.nz
www.trenz.co.nz



CONTENTS

Making Requests 3

 Viewing Profiles 4

 Adding a Request 5

 Unavailable/Opted Out 7

 Searching Profiles 8

 Help 10

 Emailing a Summary of Requests..... 10

Prioritise your requests 11

Please find step-by-step instructions to assist you while you work through the appointment request process. If at any point you require further explanation or assistance please do not hesitate to contact the TRENZ team on:
P: +64 4 499 0104

E: info@trenz.co.nz

Event of:



Premier sponsor:



Supported by:



Managed by:



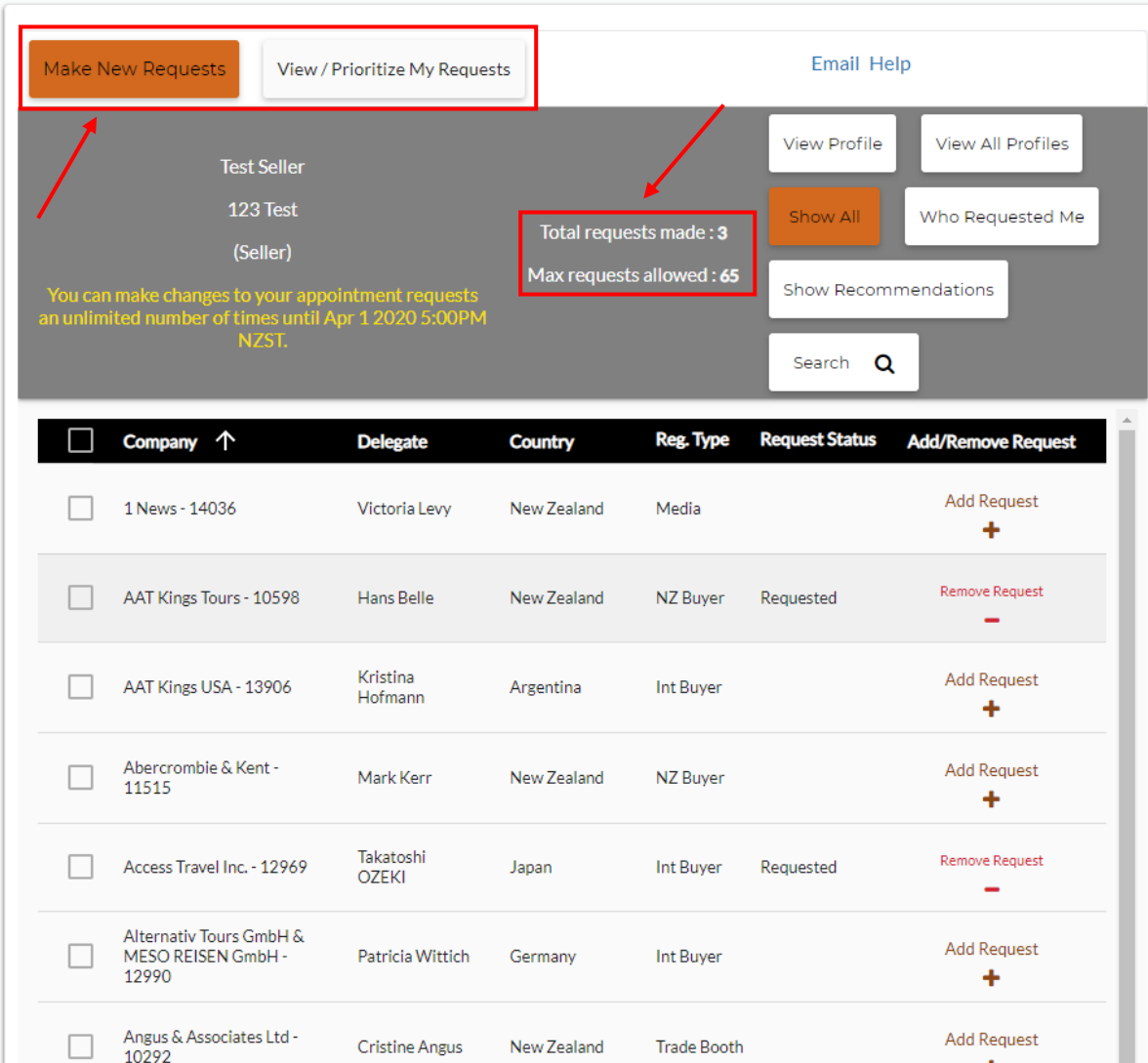
info@trenz.co.nz
www.trenz.co.nz

The TRENZ Appointment Requests tab is available in the My TRENZ Zone. This is only visible to those delegates who are Appointment taking.

Making Requests

When you log in, you will see two tabs on the top left of the screen

- Make New Requests
- View/Prioritise My Requests



Make New Requests | **View / Prioritize My Requests** | [Email Help](#)

Test Seller
123 Test
(Seller)

You can make changes to your appointment requests an unlimited number of times until Apr 1 2020 5:00PM NZST.

Total requests made : 3
Max requests allowed : 65

[View Profile](#) | [View All Profiles](#)
[Show All](#) | [Who Requested Me](#)
[Show Recommendations](#)
 [Q](#)

<input type="checkbox"/>	Company ↑	Delegate	Country	Reg. Type	Request Status	Add/Remove Request
<input type="checkbox"/>	1 News - 14036	Victoria Levy	New Zealand	Media		Add Request +
<input type="checkbox"/>	AAT Kings Tours - 10598	Hans Belle	New Zealand	NZ Buyer	Requested	Remove Request -
<input type="checkbox"/>	AAT Kings USA - 13906	Kristina Hofmann	Argentina	Int Buyer		Add Request +
<input type="checkbox"/>	Abercrombie & Kent - 11515	Mark Kerr	New Zealand	NZ Buyer		Add Request +
<input type="checkbox"/>	Access Travel Inc. - 12969	Takatoshi OZEKI	Japan	Int Buyer	Requested	Remove Request -
<input type="checkbox"/>	Alternativ Tours GmbH & MESO REISEN GmbH - 12990	Patricia Wittich	Germany	Int Buyer		Add Request +
<input type="checkbox"/>	Angus & Associates Ltd - 10292	Cristine Angus	New Zealand	Trade Booth		Add Request +

At the top of this page, there is also a count to show you the number of requests you have available to you, and the number you have currently made.



The first tab, Make New Requests is automatically selected. In this tab, you will see a list of TRENZ delegates who you are able to meet with.

Viewing Profiles

You will be able to see their company name, and the person managing the appointment book.

You can sort by any of these categories, simply by clicking on the header bar

- Company
- Delegate
- Country
- Reg Type
- Request Status
- Add/Remove Request

You can click your mouse on one company name and click view profile at the top right to just view this company's profile.

The screenshot shows the TRENZ interface. At the top, there are two tabs: 'Make New Requests' (selected) and 'View / Prioritize My Requests'. To the right, there is a link for 'Email Help'. Below the tabs, there is a summary for a 'Test Seller' with 123 Test (Seller) and a total of 3 requests made, with a maximum of 65 allowed. A yellow message states: 'You can make changes to your appointment requests an unlimited number of times until Apr 1 2020 5:00PM NZST.' To the right of the summary, there are buttons for 'View Profile', 'View All Profiles', 'Show All', 'Who Requested Me', and 'Show Recommendations'. A search bar is also present. Below this is a table of delegates:

<input type="checkbox"/>	Company ↑	Delegate	Country	Reg. Type	Request Status	Add/Remove Request
<input type="checkbox"/>	1 News - 14036	Victoria Levy	New Zealand	Media		Add Request +
<input type="checkbox"/>	AAT Kings Tours - 10598	Hans Belle	New Zealand	NZ Buyer	Requested	Remove Request -
<input type="checkbox"/>	AAT Kings USA - 13906	Kristina Hofmann	Argentina	Int Buyer		Add Request +
<input checked="" type="checkbox"/>	Abercrombie & Kent - 11515	Mark Kerr	New Zealand	NZ Buyer		Add Request +

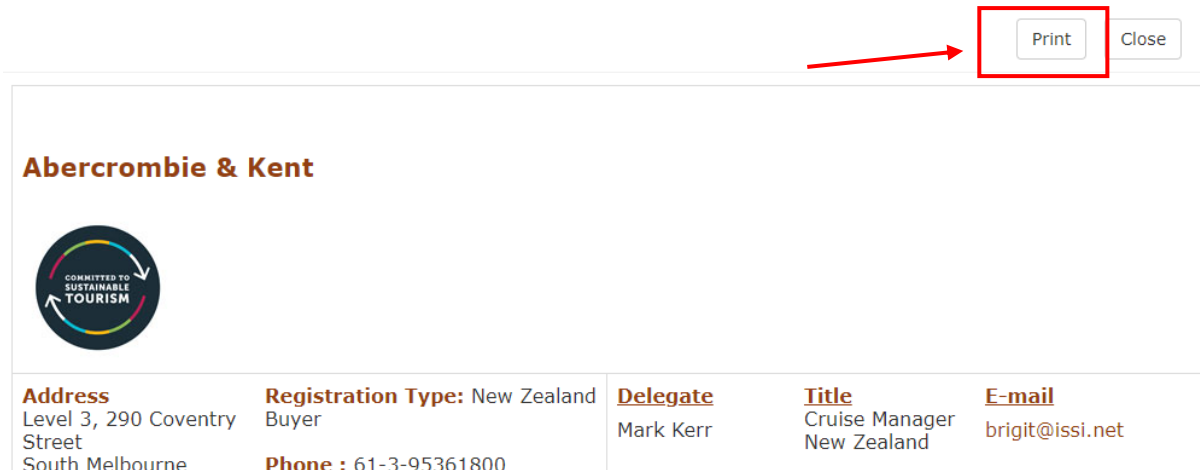
This will then pop up with the company's profile for you to review.




You can select multiple companies whose profile you wish to view by going through the list and ticking the boxes on the left. Once the ones you wish to view are selected – click view profile.

Alternatively, to view all profiles of delegates, click the “View All Profiles” button.

Once the profile view has loaded, you can select to print these.



Abercrombie & Kent



Address Level 3, 290 Coventry Street South Melbourne	Registration Type: New Zealand Buyer Phone : 61-3-95361800	Delegate Mark Kerr	Title Cruise Manager New Zealand	E-mail brigit@issi.net
---	--	------------------------------	---	----------------------------------

Close this to go back to the Appointment Request page.

Adding a Request

Simply click on the “Add Request” button on the line of the delegate you wish to meet with.

Once this request has been added to the system, it will change the Request Status column to “Requested” and the button will change to “Remove Request”.

If you change your mind at any stage before the appointment request system closes, simple click the “Remove Request” button.

<input type="checkbox"/>	Company ↑	Delegate	Country	Reg. Type	Request Status	Add/Remove Request
<input type="checkbox"/>	1 News - 14036	Victoria Levy	New Zealand	Media		Add Request +
<input type="checkbox"/>	AAT Kings Tours - 10598	Hans Belle	New Zealand	NZ Buyer	Requested	Remove Request -
<input type="checkbox"/>	AAT Kings USA - 13906	Kristina Hofmann	Argentina	Int Buyer		Add Request +
<input type="checkbox"/>	Abercrombie & Kent - 11515	Mark Kerr	New Zealand	NZ Buyer		Add Request +



Find out who has already requested to meet with you by clicking the “Who Requested Me” button

The screenshot shows the TRENZ user interface. At the top, there are buttons for 'Make New Requests' and 'View / Prioritize My Requests', along with a link for 'Email Help'. The main content area displays user information: 'Test Seller', '123 Test (Seller)', and a notification: 'You can make changes to your appointment requests an unlimited number of times until Apr 1 2020 5:00PM NZST.'. It also shows 'Total requests made : 3' and 'Max requests allowed : 65'. On the right side, there are buttons for 'View Profile', 'View All Profiles', 'Show All', 'Who Requested Me', 'Show Recommendations', and a search bar. The 'Who Requested Me' button is highlighted with a red box and a red arrow. Below this is a table with columns: Company, Delegate, Country, Reg. Type, Request Status, and Add/Remove Request. The first row shows '1 News - 14036', 'Victoria Levy', 'New Zealand', 'Media', and an 'Add Request' button.

Once you’ve reviewed this list, and added delegates you wish to meet with, click the “Show All” button to show all delegates once again.

Want to see who is recommended for you, based on your mutual profiles? Click the “Show Recommendation” button. This will give you suggestions based on mutual interests selected as part of your registration survey.

This screenshot is similar to the previous one, showing the same user interface. In this view, the 'Show Recommendations' button is highlighted with a red box and a red arrow. The 'Who Requested Me' button is also visible but not highlighted.

The “View All Profiles” will only show all of the profiles in the current screen, so if you are in the “See Recommendation” tab, the view all profiles, will show the profiles of the delegates in this list only.

Once you have reviewed this list, and added delegates you wish to meet with, click the “Show All” button to show all delegates once again

Unavailable/Opted Out

Should a delegate show as unavailable, you are not able to request them during the appointment request period.

<input type="checkbox"/>	Company ↑	Delegate	Country	Reg. Type	Request Status	Add/Remove Request
<input type="checkbox"/>	TRENZ Buyer 1 - 14851	Tony Xe	China	Int Buyer	Unavailable	Opted Out
<input checked="" type="checkbox"/>	TRENZ Buyer 2 - 14849	Carol Pure	Germany	Int Buyer		Add Request +

This is a system set up that maps regions and particular markets or delegate types.

- Trade Booths may not be able to request some Sellers.
- Where a Seller has more than one Appointment Book, Buyers may only be able to request one of these books, based on regions. For example, the Seller may have an Eastern and a Western stream.

Please note the mapping of regions with Buyers is only available to Sellers **with more than one appointment book** and had to be completed prior to the commencement of the appointment requesting process.



Searching Profiles

Click the Search button on the top right hand corner and this will open up a search system. The Search function allows you to tailor who you are wanting to meet with.

The screenshot shows a user profile for 'Test Seller' with 123 test requests. A red box highlights a 'Search' button with a magnifying glass icon. Below the profile is a table with columns: Company, Delegate, Country, Reg. Type, Request Status, and Add/Remove Request. The first row shows '1 News - 14036' with delegate 'Victoria Levy' from 'New Zealand' in the 'Media' category.

Under General Criteria you can search on company name, city, state/province, first or last names, registered after, country and state/province.

The screenshot shows the search criteria dropdown menu. The 'GENERAL CRITERIA' section is highlighted with a red box. The criteria include: Company name, City, Delegate First Name, Delegate Last Name, Registered After, Country, and State / Province. There are 'Exit' and 'Reset Search' buttons at the top and bottom of the menu.



You can narrow down your search even further by using the Advanced Search. Here you can search by delegate type, and further fine tune the information, based on the survey questions the company completed as part of their registration.

The screenshot shows the TRENZ Advanced Search interface. At the top, there are buttons for 'Exit' and 'Reset Search'. A dropdown menu is open, showing 'International Buyer' selected. Below this, there are several expandable criteria sections:

- GENERAL CRITERIA
- Number of Years Selling New Zealand Product
- Online Travel Agent (OTA)?
- Online Aggregator?
- Level of Product Company Offers
- Brochure Contains Only New Zealand Product?
- Month/s New Zealand Material is

The main search results table is partially visible below the criteria sections. It has columns for 'Company', 'Delegate', 'Country', and 'Reg. Type'. Two rows are visible:

Company	Delegate	Country	Reg. Type
AAT Kings USA - 13906	Kristina Hofmann	Argentina	Int Buyer
Access Travel Inc. - 12969	Takatoshi OZEKI	Japan	Int Buyer

Click on one of the headings listed to show the options that the delegate may have selected, and then select the answers that you wish to search on.

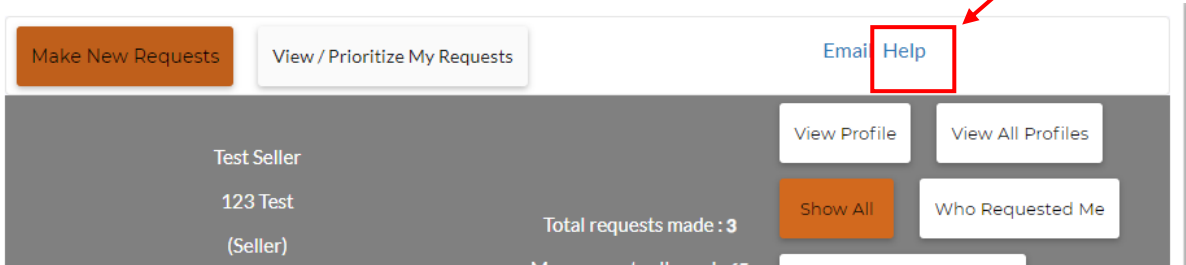
Once you have selected all the criteria you wish to search on, click close and the results will automatically be filtered to match your search criteria.

Just a reminder to make sure you click 'show all' to then clear this filter.



Help

Click the "Help" button at any stage for more information



A pop up window with further instructions will be displayed.



Basic Functions

Email - Use this button to send a summary of the requests you have made to an email address.

Save - Use this button to logout of your current appointment request session.

Buyer Monday **Buyer Tue/Wed** - If you are allowed to make appointment requests in multiple scheduling sessions, use the buttons to focus on the scheduling session you want to work on.

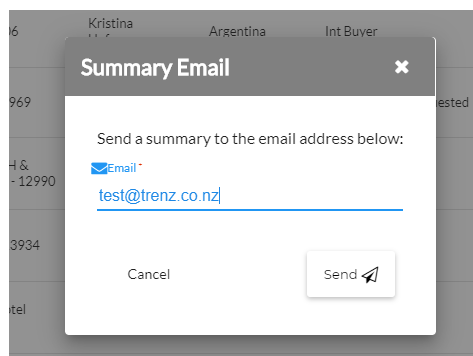
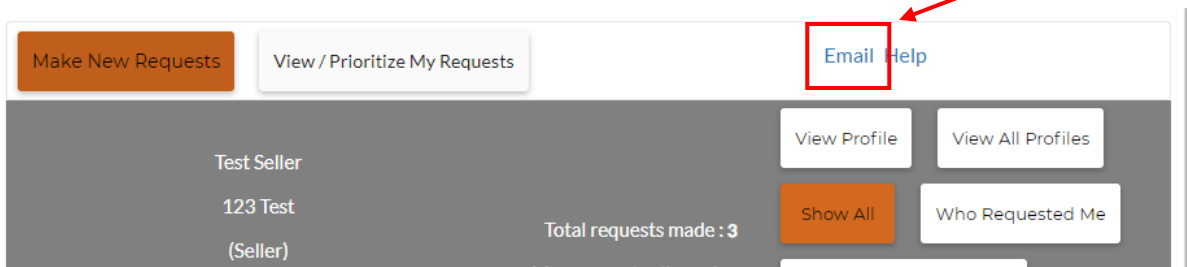
Make New Requests

On this view, you may search for potential connections to make appointment requests with, as well as viewing their marketing profile.

Add/Remove Request - Click on these buttons to toggle between Adding/Removing Requests. This action is processed immediately and does not require

Emailing a Summary of Requests

Click "Email" to email a summary of the requests to you. You can also overtype this with another email should you require.





Prioritise your requests

This is an important section to maximise the possibility of meeting with the delegates you want to connect with.

Once the appointment request phase is completed, the TRENZ appointment matching process begins and the order in which you rank your requests does influence the likelihood of you achieving a meeting with them.

When the appointment schedule programme runs, it works in the following order:

1. Matching mutual requests where both a delegates have requested to see one another.
2. Assessing the priority ranking given by delegates to each appointment request.
3. Determining whether common appointment slots are available in both schedules.

Please note that we cannot guarantee that all appointment requests will be met. However, we are confident that if you make mutual requests and ranked the delegates you most wish to see with a high priority, our system will generate the best possible appointment schedule. We will fill appointment books where the scheduling allows.

Please note, if you are a Seller who has purchased an extra half appointment book, only 25 appointments will be pre scheduled, out of a possible 51 slots.

Make New Requests **View / Prioritize My Requests** Email Help

Test Seller
123 Test
(Seller) Total requests made : 3
Max requests allowed : 65

You can make changes to your appointment requests an unlimited number of times until Apr 1 2020 5:00PM NZST.

View Profile View All Profiles
Remove All Submit Changes

<input type="checkbox"/>	Priority	Company	Delegate	Country	Information	Remove
<input type="checkbox"/>	1	AAT Kings Tours - 10598	Hans Belle	New Zealand		<input type="checkbox"/>



Ranking the request in priority is easy. Simply use the up and down arrows to move the request to a higher or lower priority, or change the number in the priority column to reflect where you want the request to be ranked.

Ensure that you have listed your pre scheduled appointment request in order of priority as the TRENZ scheduling software will schedule mutual appointment requests first and then by order of priority.

times until Apr 1 2019 5:00PM NZST

<input type="checkbox"/>		Priority	Company	Delegate	Country	Information	Remove
<input type="checkbox"/>	^ v	1	TRENZ Seller 10 - 14852	Sarah Travis	New Zealand	Dup, Mutual	<input type="checkbox"/>
<input type="checkbox"/>	^ v	2	TRENZ Seller 6 - 14858	Heather Jones	New Zealand	Mutual	<input type="checkbox"/>
<input type="checkbox"/>	^ v	3	TRENZ Seller 3 - 14856	Sam Boulcott	New Zealand	Mutual	<input type="checkbox"/>
<input type="checkbox"/>	^ v	4	TRENZ Seller 3 - 14856	Stacey Wilson	New Zealand		<input type="checkbox"/>
<input type="checkbox"/>	^ v	5	TRENZ Seller 7 - 14859		New Zealand	Cxl	<input type="checkbox"/>
<input type="checkbox"/>	^ v	6	TRENZ Seller 11 - 14853	Matt Hodgkins	New Zealand	Mutual	<input type="checkbox"/>

The Information column also shows if there is a mutual request, or a duplicate request i.e. (two people who are attending as primary Buyers have both requested the same company)

As a company, that has multiple appointment books, you shouldn't request the same person twice – the system will remove any duplicates before the appointment schedules are run, hence a wasted appointment request slot.

If there is anyone on this list with a CXL in the Information column – his person has cancelled their registration at TRENZ. Click the remove button to remove them from your list.